OMB Control No.: 2127-0004

Part 573 Safety Recall Report

20V-312

Manufacturer Name: Thor Motor Coach **Submission Date:** MAY 28, 2020 NHTSA Recall No.: 20V-312 Manufacturer Recall No.: RC000191



Manufacturer Information:

Population:

Manufacturer Name: Thor Motor Coach

Number of potentially involved: 566

Address: PO Box 1486

Estimated percentage with defect: 100 %

701 County Road 15 Elkhart IN 46515

Company phone: 877-500-1020

Vehicle Information:

Vehicle 1: 2020-2020 Daybreak 24GO

Vehicle Type: BUSES, MEDIUM & HEAVY VEHICLES

Body Style: OTHER Power Train: DIESEL

Descriptive Information: -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the

brake hose.

-An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if

necessary.

-23 Daybreak units are affected by the recall.

Production Dates: MAY 09, 2019 - MAR 23, 2020

VIN Range 1 : Begin : NR End: NR Not sequential

Vehicle 2:	2020-2020 Del	ano 24FB, 2	24RW, 24TT			
Vehicle Type :	BUSES, MEDIU	M & HEAVY	VEHICLES			
Body Style :						
Power Train :	DIESEL					
Descriptive Information :	-Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose. -An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary. -134 Delano units are affected by the recall.					
Production Dates :			ŭ			
VIN Range 1:		NR	End: N	R	☐ Not sequential	
	208111		2114 . 11			
Vehicle 3:	2020-2020 Fou	ır Winds 2	4BL, 24DS			
Vehicle Type :	BUSES, MEDIU	M & HEAVY	VEHICLES			
Body Style :	OTHER					
Power Train :	DIESEL					
Descriptive Information :	Benz Sprinter (2020, the rear phrake hoseAn authorized condition and condition and condition are damaged cause by deform fender liner. Additional conditions are deformed to the condition and conditions are deformed to the conditions are deformed	VS30, Plate part of the Mercedes- elearance of by chafing mation and lditionally, nal space be	Form 907) production of the brake hose consequently to manufacturing the correspondetween the fron	uced between Methe front axle continer Sprinter deson the front at a lack of spaces as well as asserting fender liner axle wheelhou	May 16, 2018 and March 22, bould touch and chafe the dealer will check the axle and replace them if they e to the front axle wheelhouse mbly related tolerances of the r will be manually cut to use and the brake lines if	
Production Dates :	MAY 09, 2019 -	MAR 23, 2				
VIN Range 1:	Begin:	NR	End: N	R	■ Not sequential	

Vehicle 4:	2020-2020 Gem	ini 24SX, 24TF				
	BUSES, MEDIUM		ICLES			
Body Style :						
Power Train:						
Descriptive Information :	-Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose. -An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary. -22 Gemini units are affected by the recall.					
Production Dates :		•	, 110 100			
VIN Range 1:		NR	End: NR		☐ Not sequential	
- VIIV Range 1.	Begin .	TVIC	Liid . IVIV		Not sequential	
Vehicle 5:	2020-2020 Quai	ntum CR24, KM	24			
Vehicle Type :	BUSES, MEDIUM	I & HEAVY VEH	ICLES			
Body Style :						
Power Train:						
Descriptive Information :	 -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose. -An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary. -92 Quantum units are affected by the recall. 					
Production Dates :	MAY 09, 2019 - 1	MAR 23, 2020				
VIN Range 1:	Begin:	NR	End: NR		☐ Not sequential	

Vehicle 6: 2020-2020 Tiburon 24FB, 24RW, 24TT Vehicle Type: BUSES, MEDIUM & HEAVY VEHICLES Body Style: OTHER Power Train: DIESEL Descriptive Information: -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose. -An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary. -52 Tiburon units are affected by the recall. Production Dates: MAY 09, 2019 - MAR 23, 2020 VIN Range 1: Begin: NR End: NR Not sequential Vehicle 7: 2020-2020 Chateau Citation 24MB, 24SK, 24SS, 24ST Vehicle Type: BUSES, MEDIUM & HEAVY VEHICLES Body Style: OTHER Power Train: DIESEL Descriptive Information: -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle and chafe the brake hose. -An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary. -18 Citation units are affected by the recall. Production Dat							
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Power Train: DIESEL -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose. -An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary. -18 Citation units are affected by the recall. Production Dates: MAY 09, 2019 - MAR 23, 2020	Vehicle Type :	BUSES, MEDIUN	I & HEAVY V	EHICLES			
Descriptive Information: -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose. -An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary. -18 Citation units are affected by the recall. Production Dates: MAY 09, 2019 - MAR 23, 2020	Body Style :	OTHER					
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VIN Range 1 : Begin : NR End : NR							
	VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential	

Vehicle 8:	2020-2020 Con	npass 24Sን	K, 24TF			
	BUSES, MEDIUN	-				
Body Style :						
Power Train :	DIESEL					
Descriptive Information :	-Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose. -An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary. -33 Compass units are affected by the recall.					
Production Dates :	-		· ·			
VIN Range 1:		NR	End:	NR	☐ Not sequential	
Vehicle 9:	2020-2020 Cha	teau 24BL	, 24DS			
Vehicle Type :	BUSES, MEDIUN	A & HEAV	Y VEHICLES			
Body Style :	OTHER					
Power Train :	DIESEL					
Descriptive Information :	Benz Sprinter (2020, the rear pbrake hoseAn authorized condition and cwere damaged cause by deform fender liner. Ad	VS30, Plati part of the Mercedes- learance o by chafing nation and ditionally, al space b	form 907) proofender liner or Benz or Freigh f the brake hos consequently manufacturing the corresponetween the fro	duced betwon the front and the	t on 2019 model year Mercedes- geen May 16, 2018 and March 22, axle could touch and chafe the enter dealer will check the ront axle and replace them if they space to the front axle wheelhouse assembly related tolerances of the r liner will be manually cut to eelhouse and the brake lines if	
Production Dates :		MAR 23, 2				
VIN Range 1:	Begin:	NR	End:	NR	☐ Not sequential	

Vehicle 10:	2020-2020 Free	edom Elite 2	4FE			
Vehicle Type :	BUSES, MEDIUN	Л & HEAVY V	/EHICLES			
Body Style :	OTHER					
Power Train :	DIESEL					
Descriptive Information :	-Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the brake hose. -An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary. -91 Freedom Elite units are affected by the recall.					
Production Dates :			·			
VIN Range 1:		NR	End:	NR		☐ Not sequential
	DIESEL -Mercedes-Benz Benz Sprinter (*) 2020, the rear p brake hose. -An authorized condition and condition and condition and condition are damaged by deform fender liner. Ad permit addition necessary. -23 Synergy unit	z has notified VS30, Platford art of the few learance of the by chafing contion and mation and mationally, the laspace between the area affected.	d Thor Motorm 907) proder liner of the brake horsequently nanufacturine correspoween the fred by the red	or Coach that oduced betw on the front a ghtliner Sprin oses on the fi y to a lack of ng as well as onding fender ont axle whe	een May 16, 20 axle could touch nter dealer will ront axle and re space to the fre assembly rela r liner will be n	on 18 and March 22, the and chafe the check the eplace them if they ont axle wheelhouse ted tolerances of the nanually cut to
VIN Range 1:		NR	End:	NR		☐ Not sequential
711 Ivalige 1.			Liiu .	- 127		

Vehicle 12: 2020-2020 Siesta 24MB, 24SK, 24SS, 24ST Vehicle Type: BUSES, MEDIUM & HEAVY VEHICLES

Body Style: OTHER Power Train: DIESEL

Descriptive Information: -Mercedes-Benz has notified Thor Motor Coach that on 2019 model year Mercedes-Benz Sprinter (VS30, Platform 907) produced between May 16, 2018 and March 22, 2020, the rear part of the fender liner on the front axle could touch and chafe the

brake hose.

-An authorized Mercedes-Benz or Freightliner Sprinter dealer will check the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if

necessary.

-14 Siesta units are affected by the recall.

Production Dates: MAY 09, 2019 - MAR 23, 2020

VIN Range 1 : Begin : NR End: NR Not sequential

Description of Defect:

Description of the Defect: Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz and

Freightliner vans, has determined that on certain Sprinter vehicles from platform 907 (VS30) the rear part of the fender liner on the front axle could

touch and chafe the brake hose.

FMVSS 1: NR FMVSS 2: NR

Description of the Safety Risk: If the distance between the fender liner and the brake hose is not sufficient,

the front wheel suspension could make contact with the brake hose, with could lead to chafing of the brake hose and the loss of brake fluid. Over time, if

the operator ignores the brake fluid warning indicator and continues to operate the vehicle until the brake fluid runs dry, this make extend the

braking distance and increase the risk of a crash.

Description of the Cause: NR Identification of Any Warning NR that can Occur:

Involved Components:

Component Name 1: NR Component Description: NR Component Part Number: NR

Supplier Identification:

Component Manufacturer

Name: Daimler Vans USA, LLC Address: One Mercedes-Benz Drive

Sandy Springs GEORGIA 30328

Country: United States

Chronology:

- In early 2020, MBAG initially became aware of a report from a customer in the United Kingdom where the red brake fluid warning indicator displayed, indicating a brake fluid leak. MBAG launched an investigation to understand whether this individual report was indicative of a broader issue.
- In February-March 2020, MBAG's investigation included a detailed review of the parts and components in the front axle wheel housing, including tolerances in the mounting process, a materials analysis, geometry analysis and tire sequencing. The investigation found certain fender liners were deformed. Sprinter plants were advised to inspect all vehicles still located at the plant and to check and correct them if necessary.
- On March 18, 2020, MBAG determined that a safety risk could not be ruled out and decided to initiate a recall campaign.
- Thor Motor Coach received notification on May 26, 2020 of MBAG's recall.

Description of Remedy:

Description of Remedy Program: An authorized Mercedes-Benz dealer will check the condition and

clearance of the brake hose and, if necessary, to renew them. Additionally, the corresponding fender liner will be cut accordingly, on the right and left

side of it.

Daimler Vans does not plan to provide notice about pre-notice reimbursement to owners since all involved vehicles remain covered

under the vehicle's New Vehicle Limited Warranty.

How Remedy Component Differs An authorized Mercedes-Benz or Freightliner Sprinter dealer will check from Recalled Component: the condition and clearance of the brake hoses on the front axle and replace them if they were damaged by chafing consequently to a lack of

space to the front axle wheelhouse cause by deformation and manufacturing as well as assembly related tolerances of the fender liner. Additionally, the corresponding fender liner will be manually cut to permit additional space between the front axle wheelhouse and the brake lines if necessary.

Identify How/When Recall Condition The condition was corrected in production in February 2020, including was Corrected in Production: vehicles that remained within the plant.

Recall Schedule:

Description of Recall Schedule: Mercedes-Benz has released their dealer and owner notification letters

and Thor Motor Coach will be forwarding their notifications to assist in providing remedy instructions. This recall is being issued to allow owners & dealer to find recall information based upon the final stage manufacturer's name in the event of a search. Mercedes-Benz has issued a recall (2020040023) and their recall will satisfy the regulatory notification requirements for both owners and dealers. Mercedes-Benz

will be reporting response rates for their recall and Thor Motor Coach

will not be duplicating this reporting.

Planned Dealer Notification Date: JUL 27, 2020 - JUL 27, 2020 Planned Owner Notification Date: JUL 27, 2020 - JUL 27, 2020

^{*} NR - Not Reported